METROPOLITAN POLICE
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College of Policing

National Centre for Applied Learning Technologies

NATIONAL PRE-JOIN

MLE USER GUIDE

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AUTHOR: PETER TWIDLE AND EMILY ADAMS

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National Centre for Applied Learning Technologies (NCALT)
Peel Centre, Aerodrome Road
Hendon, London, NW9 5JE

T 020 8358 1370
F 020 8358 1376
www.ncalt.com

College of Policing
Leamington Road
Ryton-on-Dunsmore
Coventry, CV8 3EN

www.college.police.uk

Company no: 8235199

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1 Introduction

This Managed Learning Environment (MLE) user guide explains how to use the MLE.

This document is aimed at:

- Providers delivering the pre-join curriculum (which may encompass the Certificate in the Knowledge of Policing (CKP) or an agreed equivalent.
- Students undertaking a course/programme relating to the above
- Individuals that have completed their course to maintain their knowledge and for continued development.

The MLE is managed by The National Centre for Applied Learning Technologies (NCALT)

The stages listed below are generic for all users, the screen shots from the live MLE system represent the information found on the MLE for the pre-join material.

Note: Slight differences in information displayed on these screens will not change the advice or use of the screen represented.

Follow the stages in this document, you will be advised when a screen does **not** apply to you.

Course providers will have access to a 'CKP Trainers Web Portal', this portal will contain information specific for delivery of the Pre-join material held on the MLE.
(Ref: 3.4.3)

Students will only see the appropriate information for them in the 'CKP Student Web Portal' held on the MLE. *(Ref: 3.4.3)*

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2 Before You Start

In order to use the MLE you will need a computer that meets the below technical specification:

- PC Hardware:
  Intel Pentium 800 MHz processor or above.
  512 MB System Memory (RAM).
  Video screen resolution 1024 x768 pixels, 16 bit Colour.
- Operating System: Windows XP or higher

- Browser: Microsoft™ Internet Explorer 6.0 or higher.
  - Cookies enabled.
  - Pop-up Blocking disabled.
  - Recommended: Microsoft IE8 Technical Specification
- Macromedia™ Flash version 8.0 or later Plug-in.
- Sound Card & Speakers (preferable).
- Adobe Acrobat PDF Reader.
- Printer connected (preferable).
- An internet connection to the desktop.
- Bandwidth of 256Kbps or higher.

NOTE: the MLE only supports the use of Internet Explorer, please do not use other available web browsers e.g. Chrome, Safari, Firefox etc.

3 How To

3.1 Getting Access to the System

You can access the MLE anywhere you have a computer with an internet connection.

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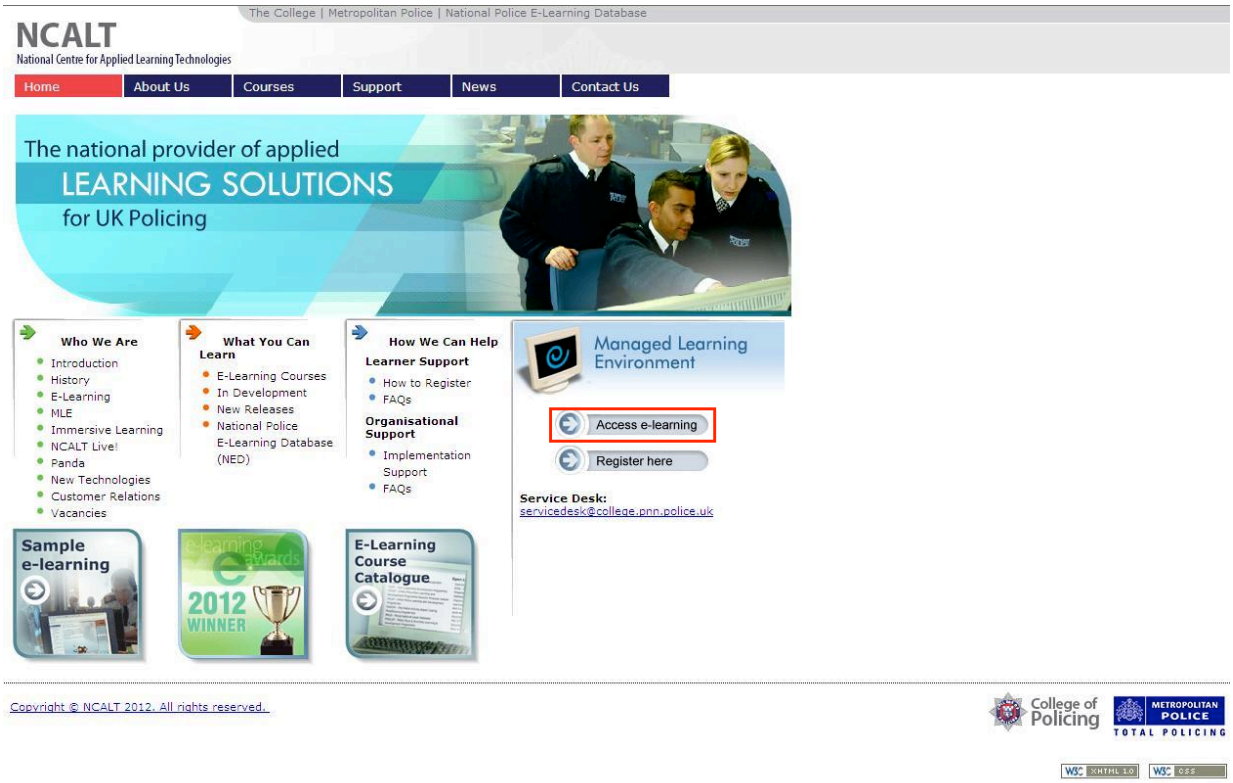
You can access the MLE via the NCALT web portal which can be found at the following URL: http://www.ncalt.com.

Once you open the NCALT web portal you can open the MLE by clicking on the 'Access e-learning' button which is located underneath 'Managed Learning Environment' on the right hand side of the screen.



3.1.1 User Accounts

Logging into the MLE requires you to have an active user account. Your accounts will be created and an e-mail sent to you from The College of Policing Programme Management Unit.

Your CKP course provider will supply your details to The College of Policing to enable this to happen.

3.1.2 Logging In

When you access the MLE you will be presented with a Log In page. To log in, simply enter your username and password in the form provided and click 'Log In'.

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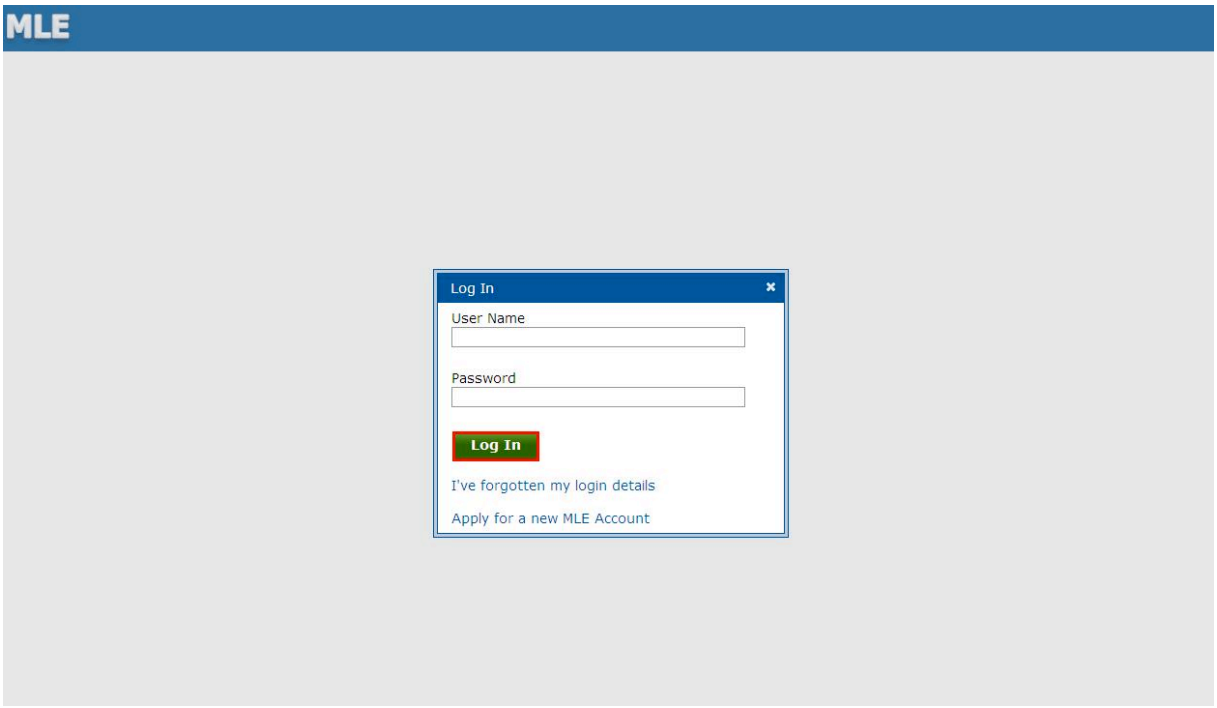
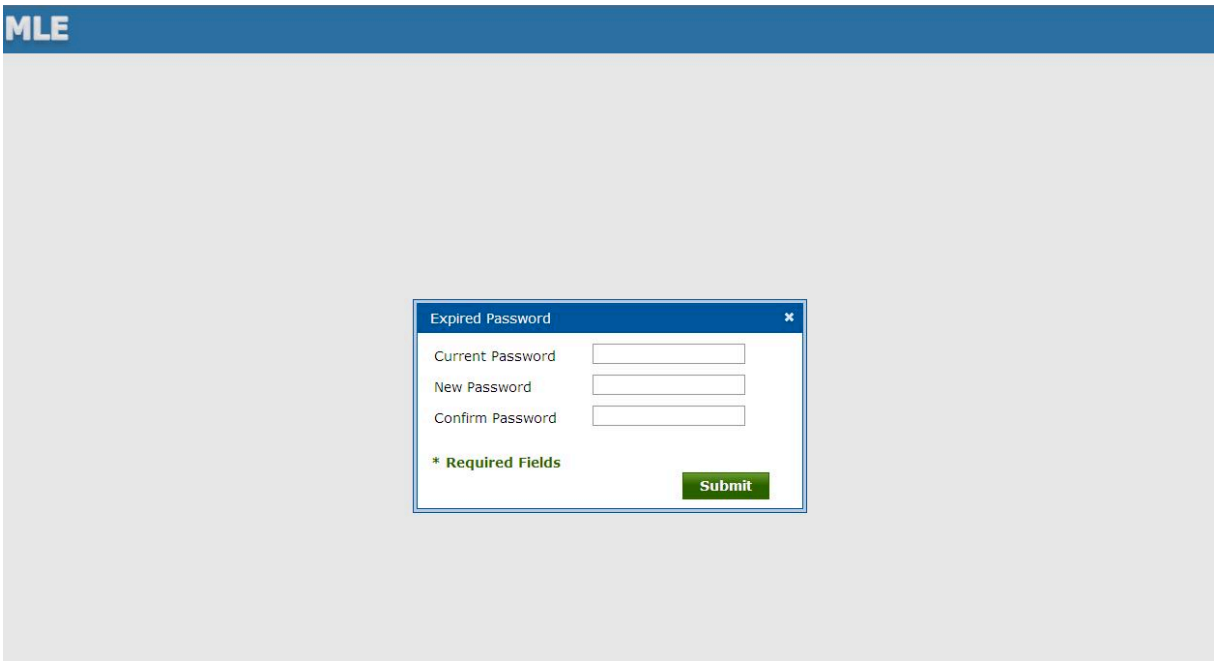


When you first log in to the MLE you will be asked to change your current password that was set by your administrator to a new one of your choice. NOTE: password is case sensitive and must be more than 8 characters in length.



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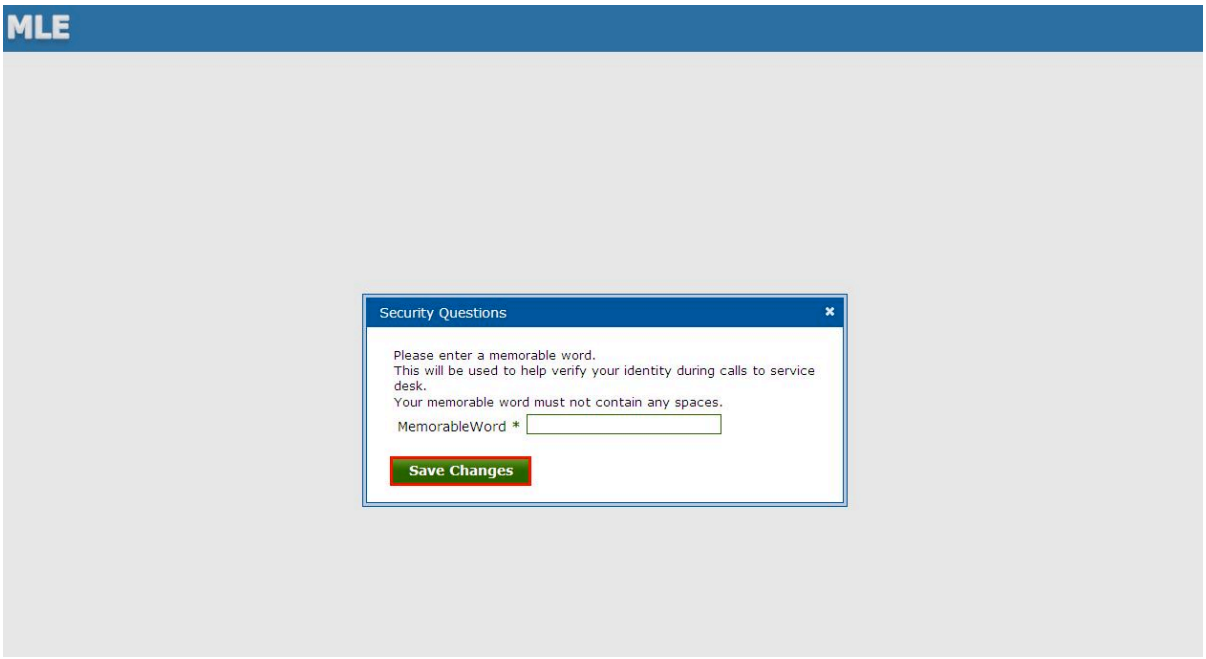
You will then need to enter a memorable word which will be used to help verify your identity during future calls to the College Service Desk.



You will then be asked to read and agree to the following Terms and Conditions:

- Data Protection Statement
- MLE Terms & Conditions of Use

Clicking on the named links brings up the text for each set of terms and conditions. Once you have read, understood and agree to both sets of terms and conditions you will need to select the tick box confirming your agreement and then select 'Submit'.

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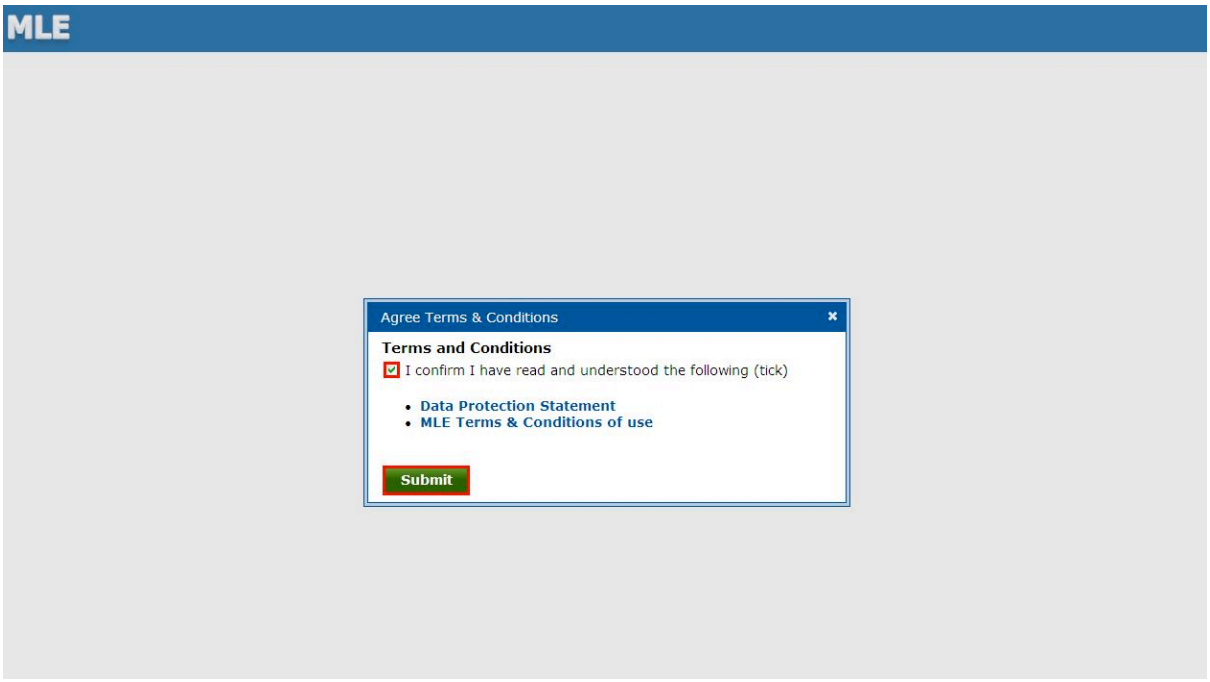

Once you have successfully changed your password, confirmed your memorable word and agreed to the relevant terms and conditions you will be directed to the National Pre-Join domain home page.

When you Log In to the MLE in future you will be directed straight to the National Pre-Join Domain home page after the Log In page.

3.1.3 Getting Help Logging In

If you have trouble logging in to the system, you can get help in the following ways:

1) **Reset your password** – if you have forgotten your password, you can reset it by clicking the "I've forgotten my login details" link. You will be asked to supply your force (National Pre-Join or your Home Force) and your username. Once you have done so, an email will be sent to the email address associated with your MLE account.

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2) **Contact Service Desk** – alternatively if you are still experiencing problems with logging in you can contact the College of Policing Service Desk for assistance (0800 692 1122 or ServiceDesk@college.pnn.police.uk).

Please note that an account lockout feature exists on the MLE login screen. If a user fails to login successfully three times in a row, further logins will be delayed by up to 30 seconds. This feature allows users to re-try logging in after a short delay. This is in place to comply with our security accreditation and helps to prevent scripted attacks from the login screen.

3.2 Navigating around the System

3.2.1 Main Menu

Getting around the MLE is very simple – the left-hand menu contains links to all the areas of the system you might want to access.

Clicking a menu item will take you to an information tab associated with the item you clicked. Other information tabs will be available from this page, which you can use to navigate to related areas.

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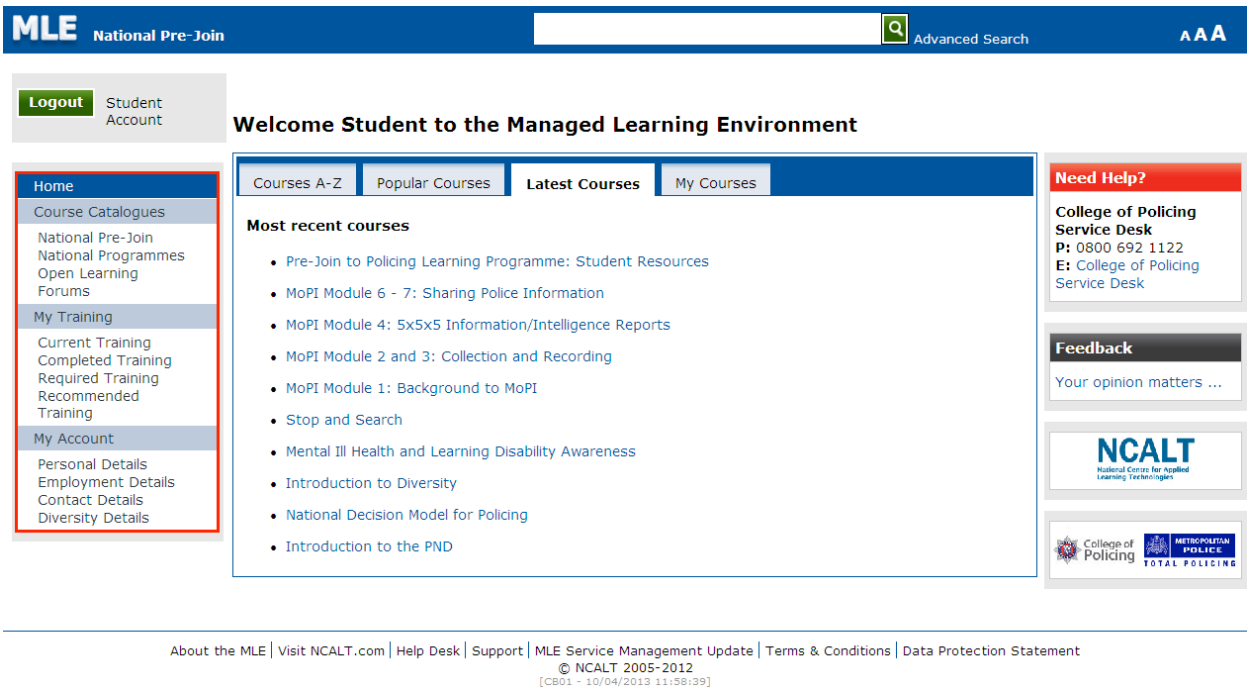

If you have previously been given access to the MLE by a Police Force you will be assigned a secondary role on your existing MLE account which will allow you access to the Pre-Join material. On the MLE you can navigate between the two Domains you have been given access to; your Police Force Domain and the National Pre-Join Domain.

When you need to access the Pre-Join material on the MLE you will need to ensure you are viewing the correct Domain. To change the Domain that you are viewing you need to select the drop-down box in the top-left hand corner of the MLE and select the National Pre-Join Domain that is assigned to you; this Domain will be named in line with your Provider. The drop-down box is highlighted by a red box in the screenshot below:

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Please note that you will only be able to see this drop-down box if you have access to two Domains.

If you have been given access to more than one MLE account, you must complete your training via the **MLE account which has access to the Pre-Join Domain**. This will ensure that your completed training will show on your training history in the correct account.

3.2.2 Breadcrumb Trail

Whenever you navigate to an area within the MLE, a breadcrumb is added at the top of the page. Clicking on entries within the breadcrumb trail can be used to take you back to previously visited pages.

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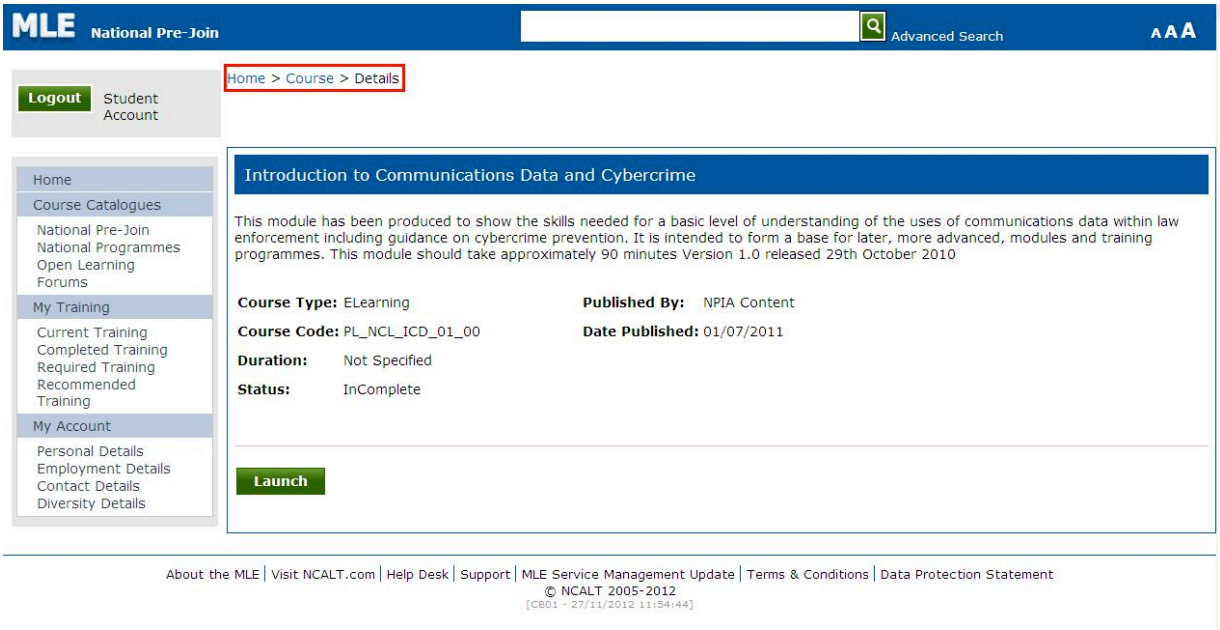

3.2.3 Grid Views

The MLE often displays lists of information in a grid. When using a grid, the following navigation features are available:

- **Column Sorting** – if you click the heading of a column, the information in the grid will be sorted by that column. Clicking the heading a second time will reverse the sort order.
- **Paging** – the items in the grid are presented in pages. You can navigate forwards and backwards through the pages using the arrow buttons.
- **Jump to Page** – you can go directly to a specific page by typing the number in the box in the centre of the bottom of the grid.

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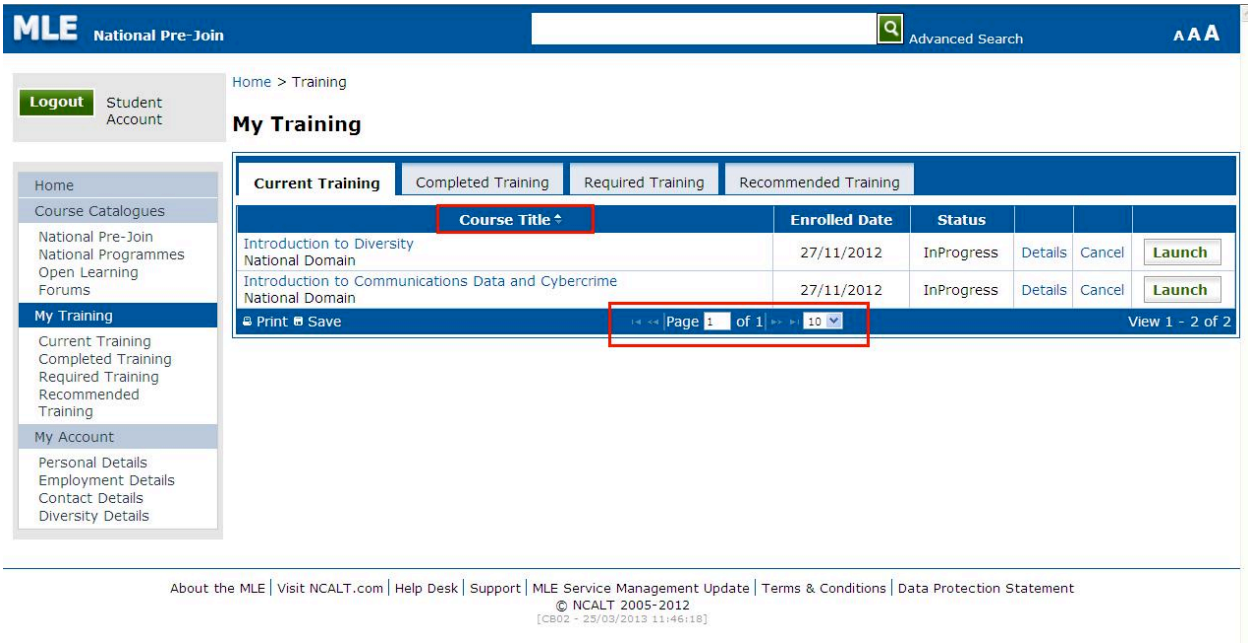
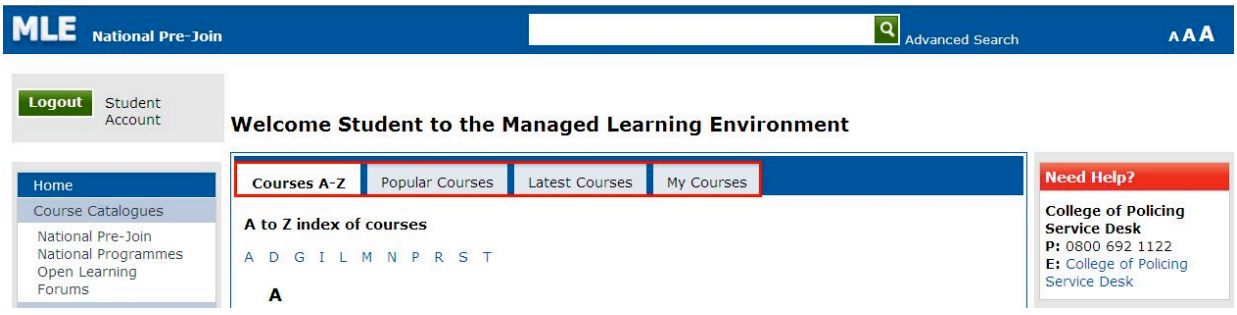


3.2.4 Font Size

The font size of the system can be changed using the control in the top-right corner of the page. NOTE: this will only change the font size within the MLE and not change your browser settings.

3.3 Finding Courses

There are several different ways you can use to find a piece of learning.



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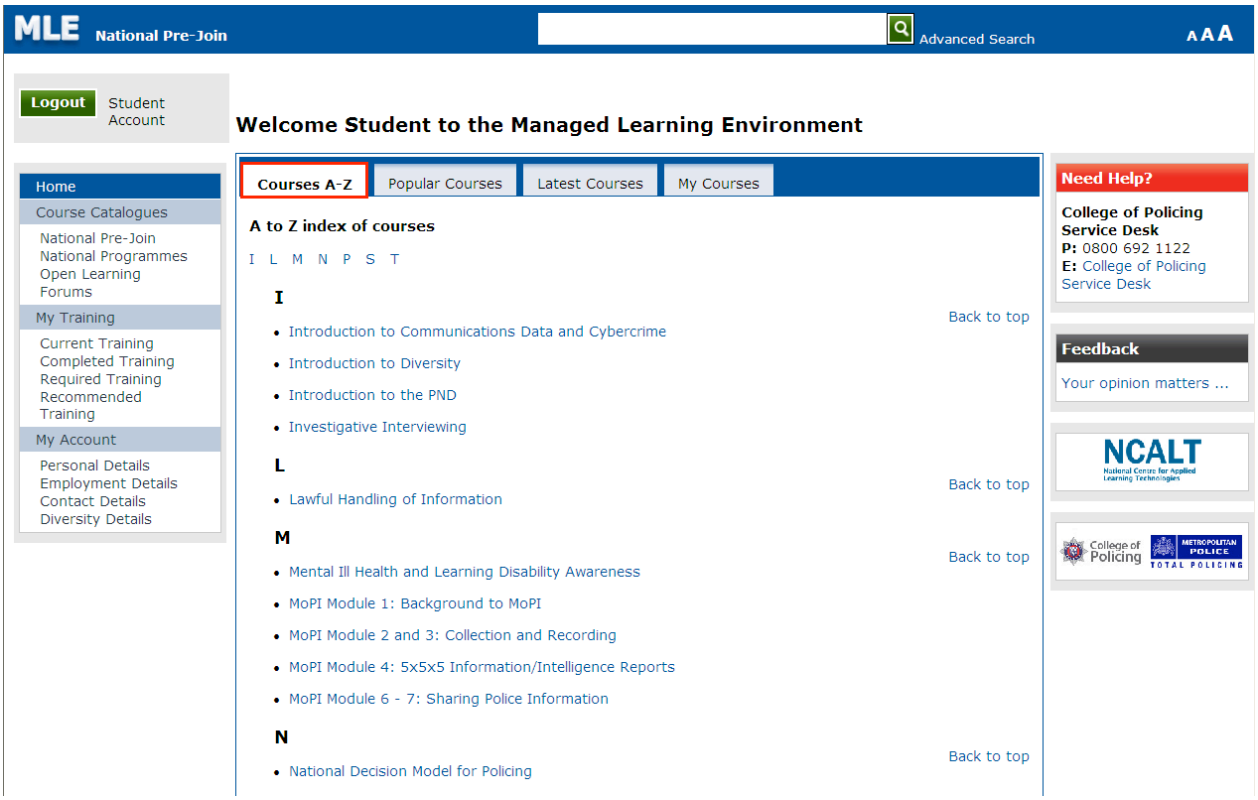
3.3.1 A-Z Course List

One of the tabs available from the home page is a list of all the courses available to you, displayed in alphabetical order. Clicking any course in the list will take you the course details page.



3.3.2 Popular Courses

The Popular Courses tab on the home page displays the 10 courses available to you, which have been completed by members of your force during the last month.

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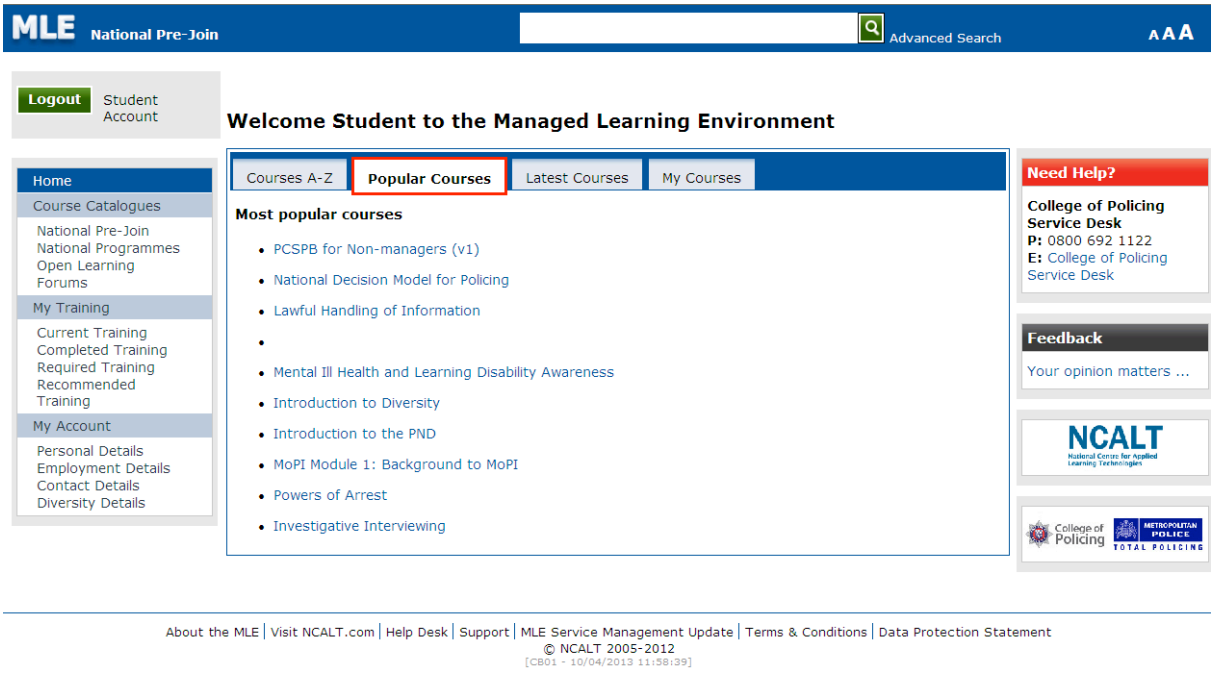
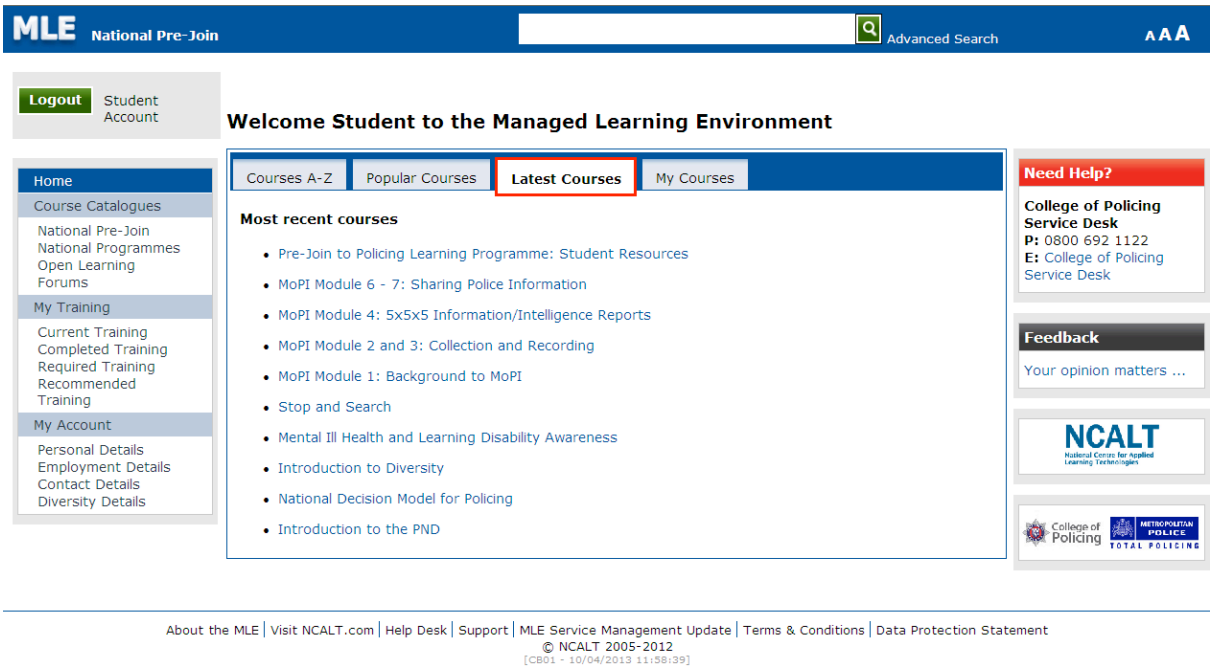


3.3.3 Latest Courses

The Latest Courses tab on the home page, displays the 10 courses available to you, which have been most recently added to the system.



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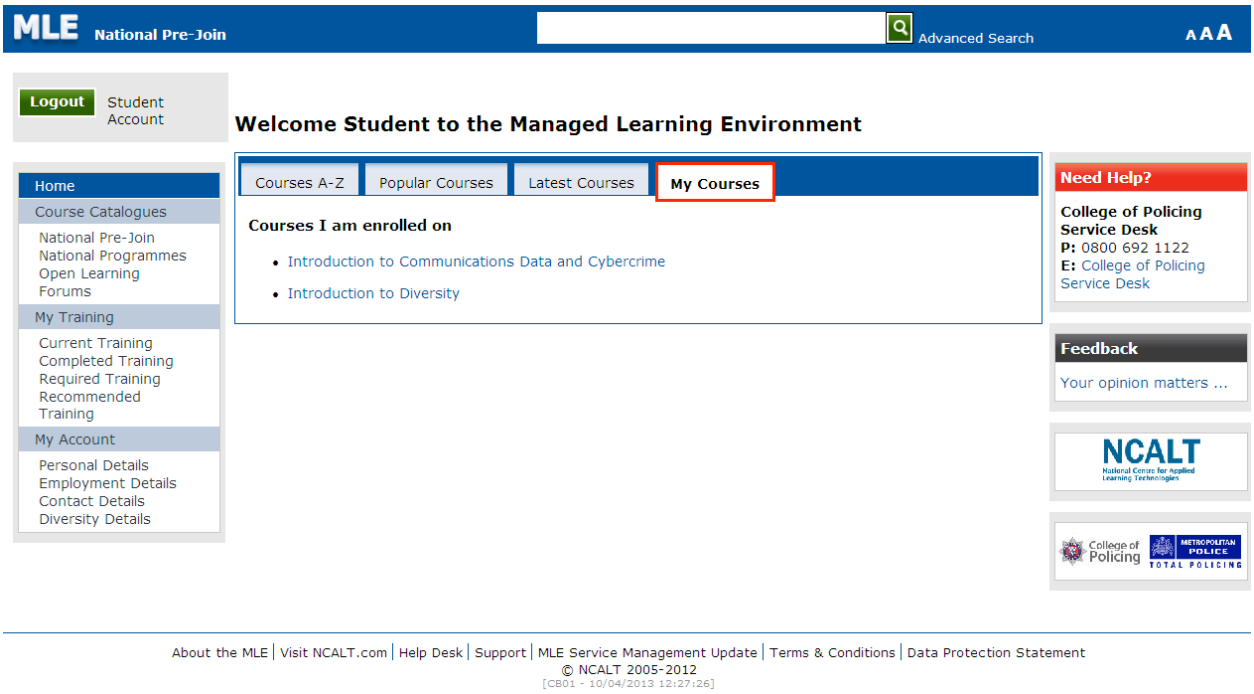
3.3.4 My Courses

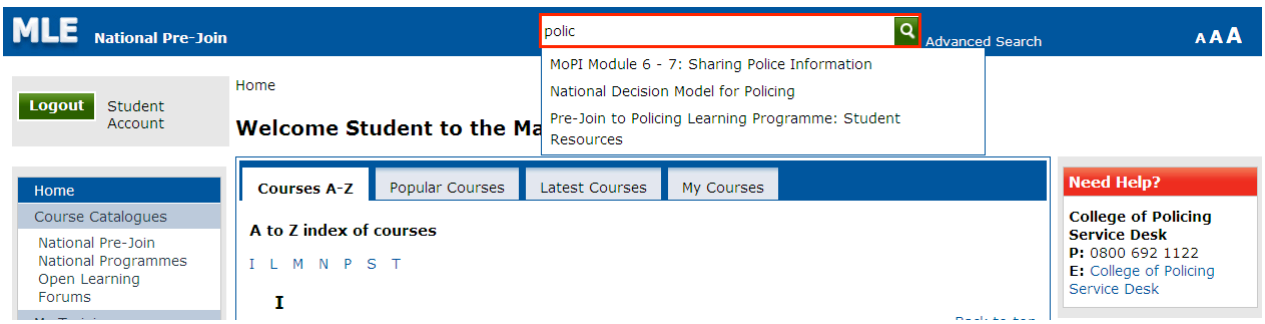
The My Courses tab displays activities which you are enrolled on. Clicking on any course title will take you to the course details page where you can launch the course.



3.3.5 Searching

Simply enter a title or some key words in the search box at the top of the page and click the Search button. The MLE will display a list of matches.

Clicking any item on the list of matches will display the details of the course or content. Your search results will be separated out further to assist you into tabs displaying all results, e-learning, documents and forums.



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If you are looking for something quite specific you can use the Advanced Search feature to match or exclude words in the course title.

3.3.6 Browsing for Courses

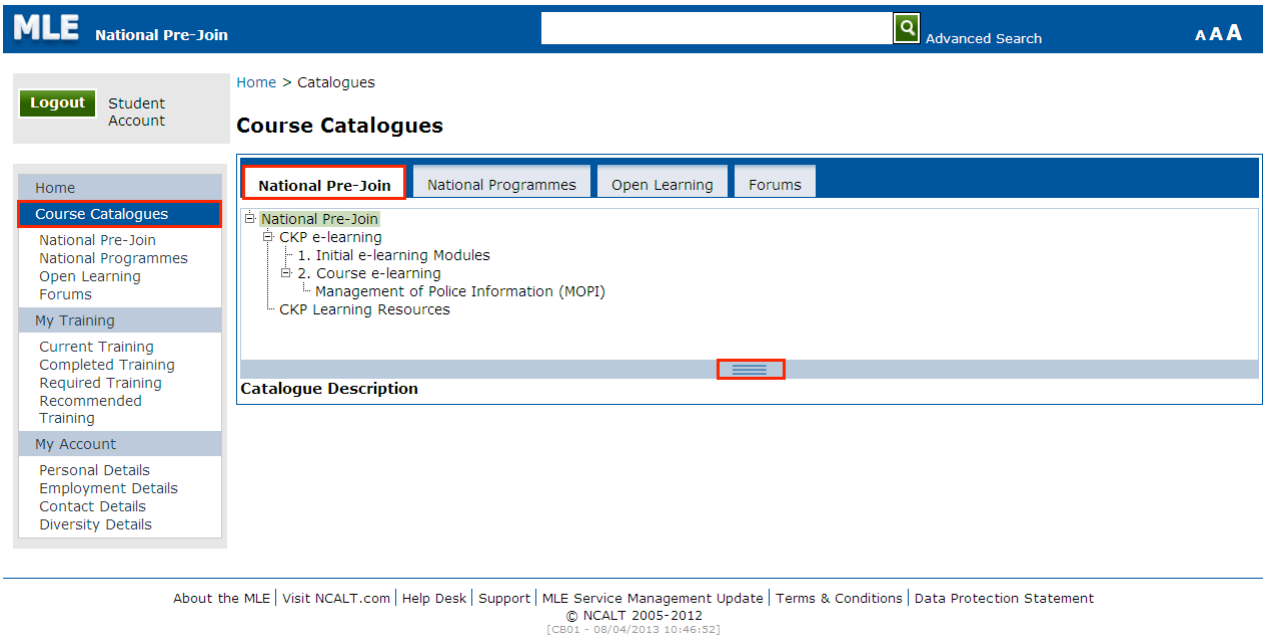
Using the course catalogues, you can view all training available to you through the MLE. To view a catalogue, click on its name in the left-menu.

The catalogue browser window shows a list of all the top-level catalogues available to you. Users in the National Pre-Join domain should browse the catalogues using the 'National Pre-Join' tab as you will not be able to access any links via the Open Learning and Forums Tab. In the National Programmes tab you will be able to see all the National Programme catalogues but will only be able see and launch courses which are available to you which are already listed in the 'National Pre-Join' tab.

Clicking on a catalogue will show any courses it contains. The plus icon denotes that there a sub-catalogues, click the icon to expand the catalogue list.

The low window shows the list of courses contained in the currently selected catalogue. Clicking on a course will show its details page.

You can control how much of the page is used for the top and bottom panels on this page by dragging the horizontally striped bar in the middle of the page.



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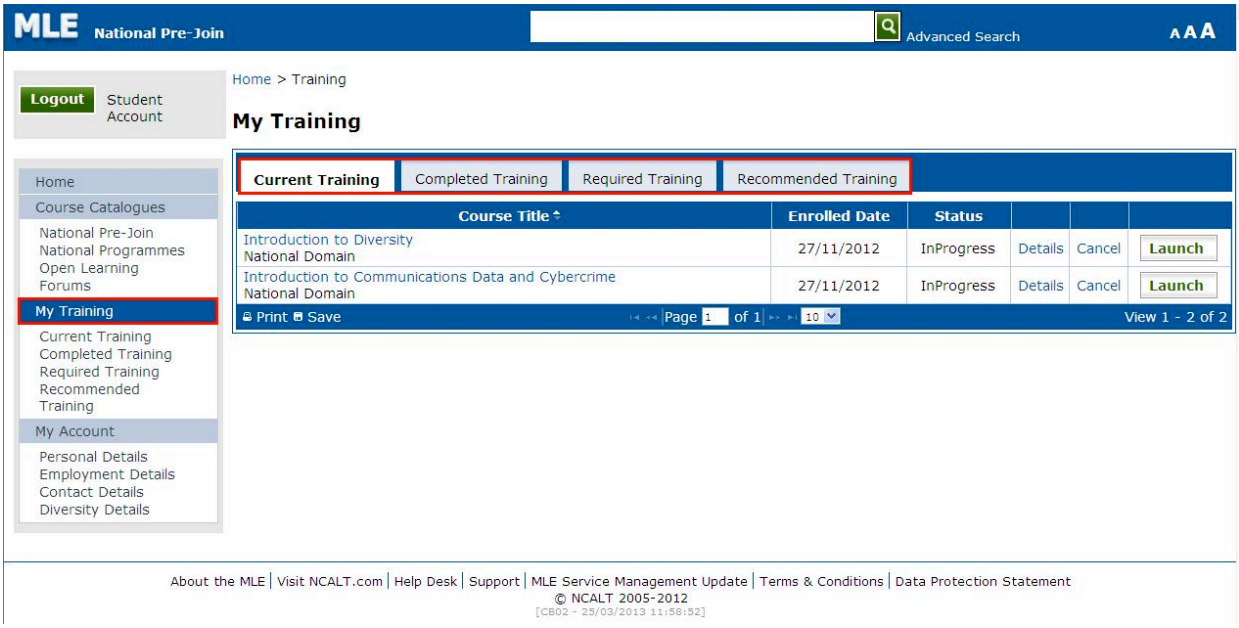
3.3.7 My Training

By clicking the My Training link on the left-hand menu you can see all training for which you have been enrolled. There are four tabs available:

- **Current Training** – shows all courses you have started, or enrolled upon, but have not yet completed. You also have the option from this page to launch the course, view details of the course or cancel your registration from it.
- **Completed Training** – shows all courses you have ever completed on the system, including every attempt you have made of each. This page also allows you to download Certificates and Evaluation Forms for previous courses that you have completed.
- **Required Training** – shows all courses assigned to you which you are required to complete.
- **Recommended Training** – shows all courses which may have been recommended as relevant to you by your Course Provider.



3.4 Launching Courses

Courses can be launched using the Launch button from anywhere it appears (course lists or course details pages).

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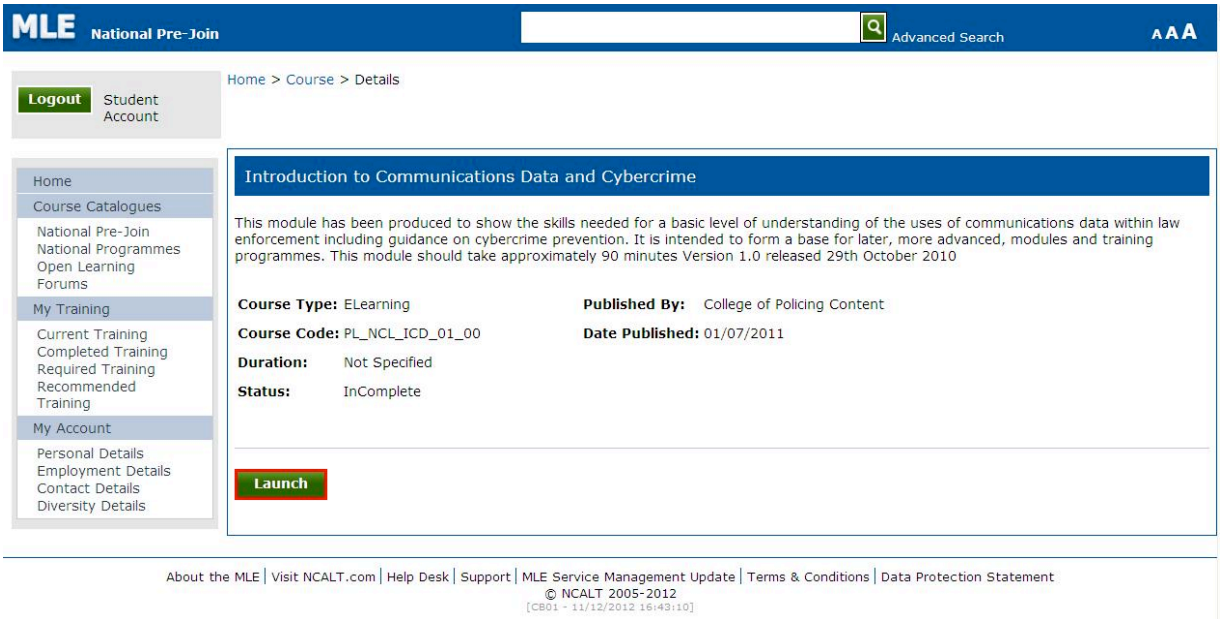
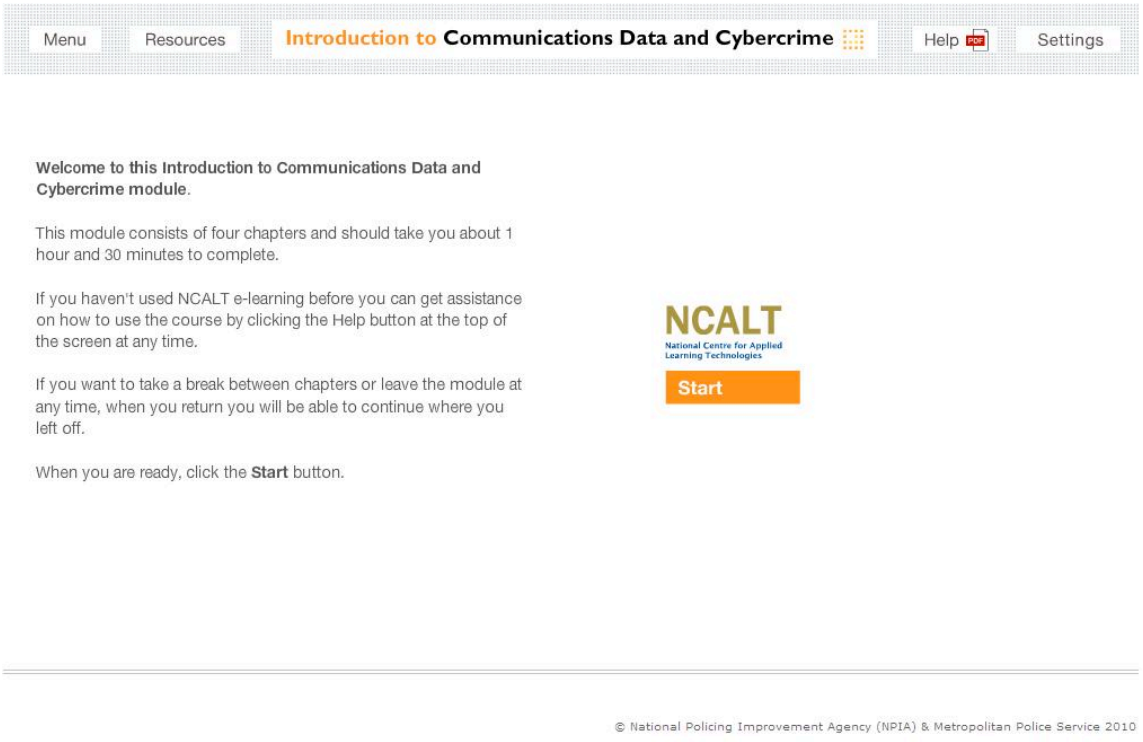


When you launch a course, the course content will appear in a new window overlaying the MLE screen. You will not be able to access any MLE functions until you close the course.



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3.4.1 Launching Previously Completed Courses

When you launch a course for which your last attempt is complete, you will be offered the option of either reviewing the course or re-launching it.

> **Reviewing** a course will allow you to see the course content as you previously completed it, including any answers you gave to questions or options you selected it. No new entry will be created in your training record.
>
> **Re-launching** a course will enable you to take the course again. This will create a new attempt record for the course in your training record.

Note: the review option will only work correctly if the course supports it. If not, reviewing the course will not show you previously entered options and answers.

3.4.2 Launching a Curriculum

Curriculums are collections of courses, comprising programmes of learning. When you launch a curriculum, it will display the list of courses it contains and give you the option of launching one of them.

3.4.3 Launching a Course via a Catalogue

By clicking on the Course Catalogues link on the left-hand menu you can see all the course catalogues available to you.

To find the catalogue you wish to open you will need to select the 'National Pre-Join Domain' tab and then search for your catalogue in the list which is sorted alphabetically.

Once you click on the relevant catalogue it will list all the courses contained within the catalogue. You can launch any of the courses listed by clicking on the 'Launch' button next to the course.

3.4.4 Launching CKP Student Resources via a Catalogue

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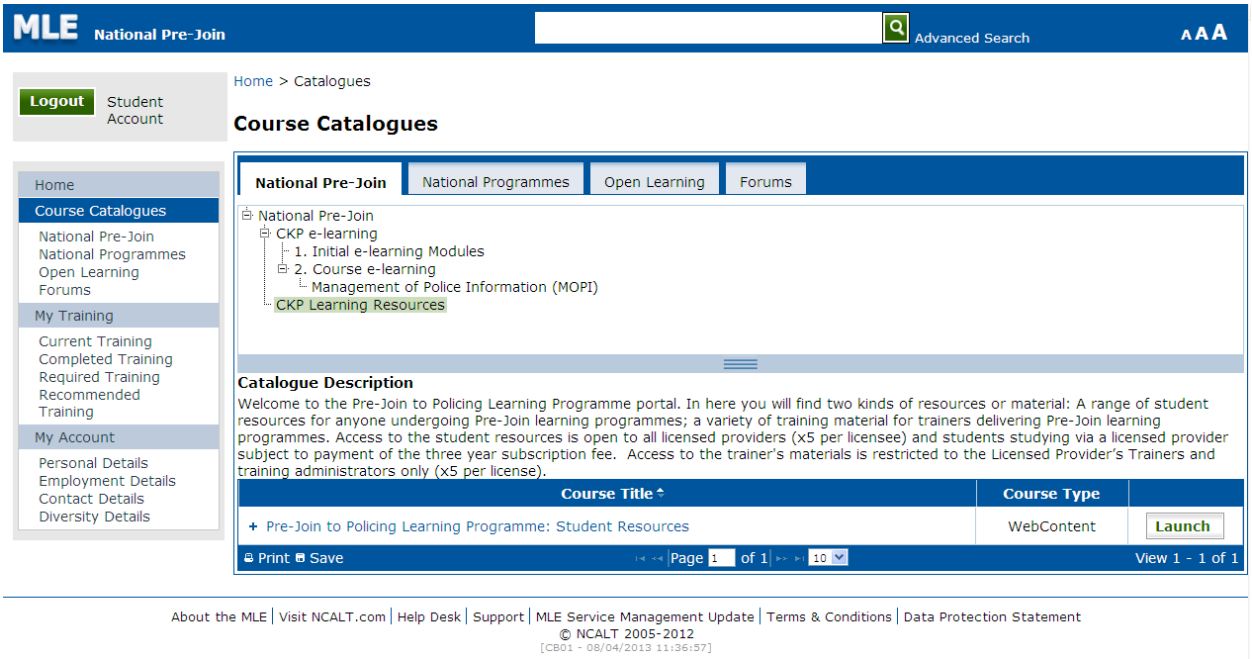

3.4.5 For Students only:

By launching the 'Student Resources' Web content page you will be taken to the Pre-Join to Policing Learning Programme Student resource Portal.

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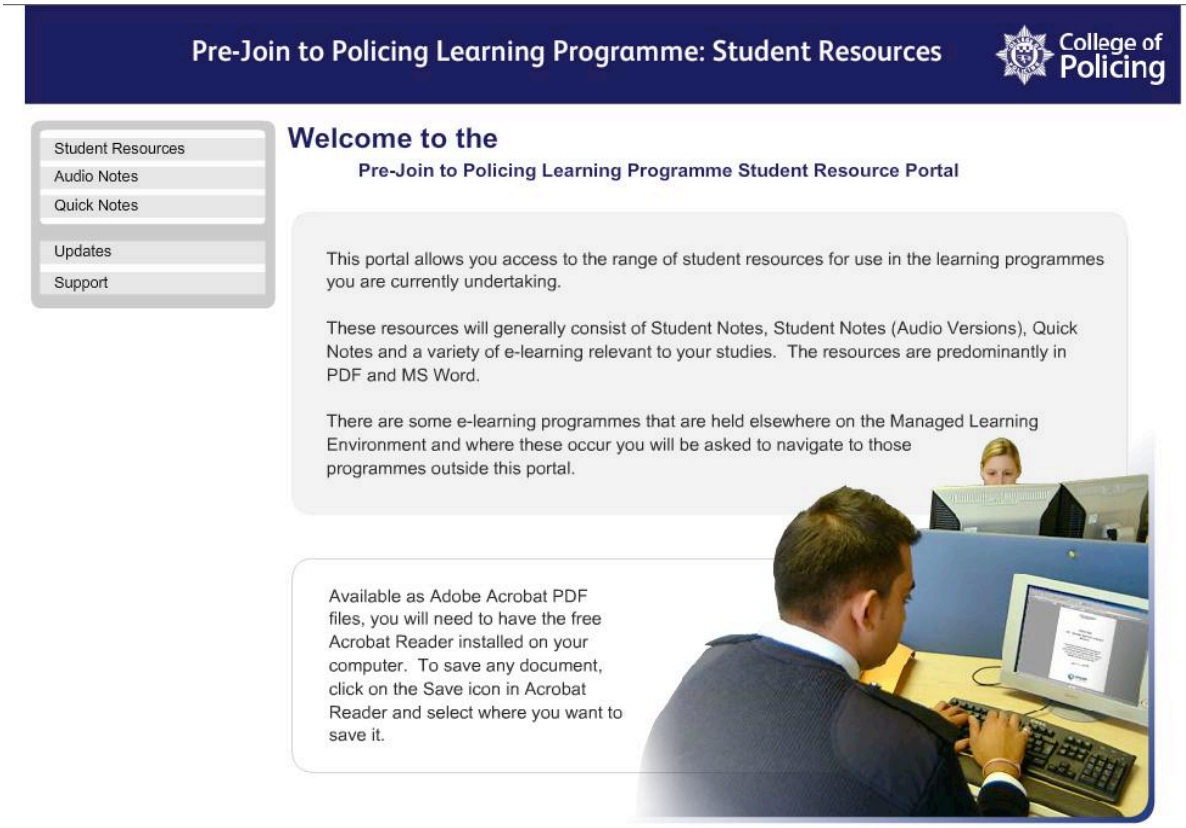

The Student Portal allows you to access the 'Student Notes', the same notes in an audio version and Quick reference revision notes.

When in the portal 'click' on the named resource to gain access.
You will be presented with the following options:

1) Common Induction
2) Operational Modules (OP)
3) Legislation, Policies and Guidelines Modules (LPG)

All of the above resources form part of your course.

The 'update' section allows you to enter a 'from' and a 'to' date to search for updated materials.

When an updated document appears, hover the cursor over the document a brief description of the changes or update will appear.

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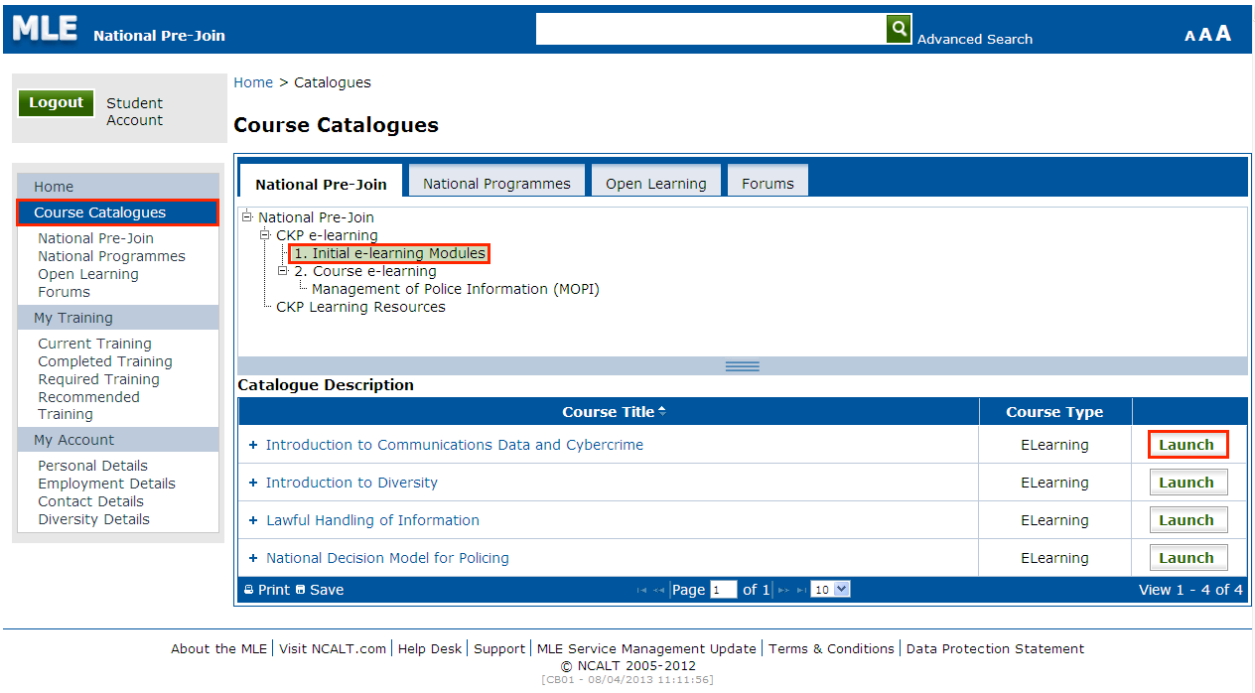
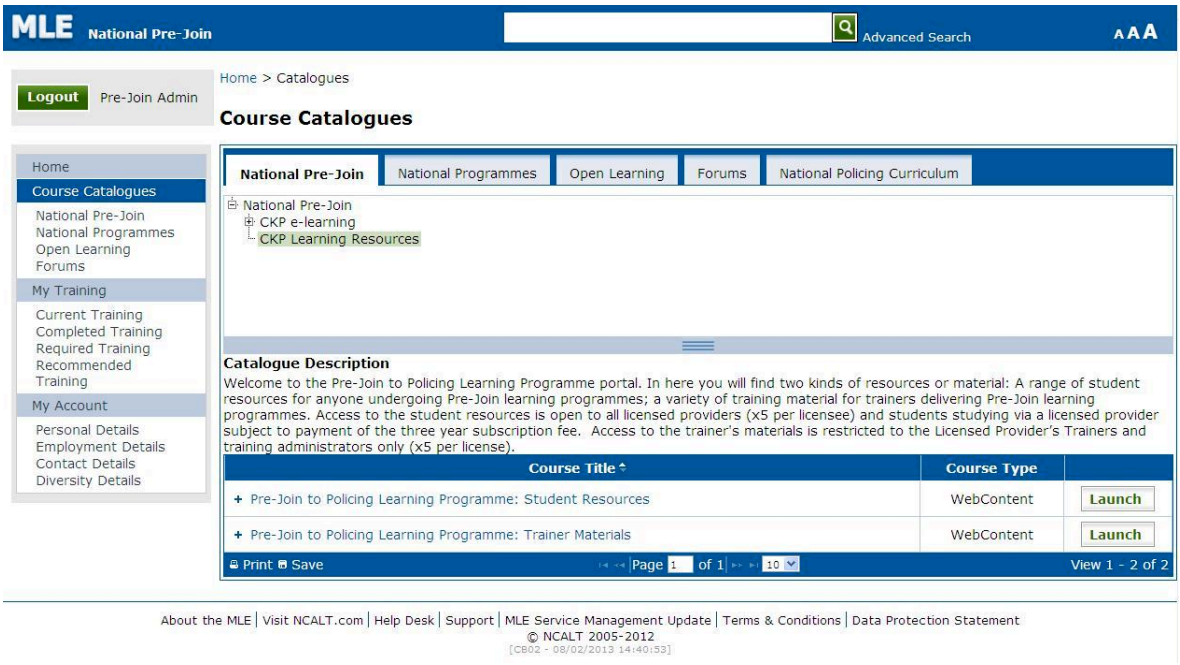


The e-learning packages are **not** accessible in the 'Student Resources' web content page, you can only access them using the links on the MLE as shown above and on Page 18 of this guide.



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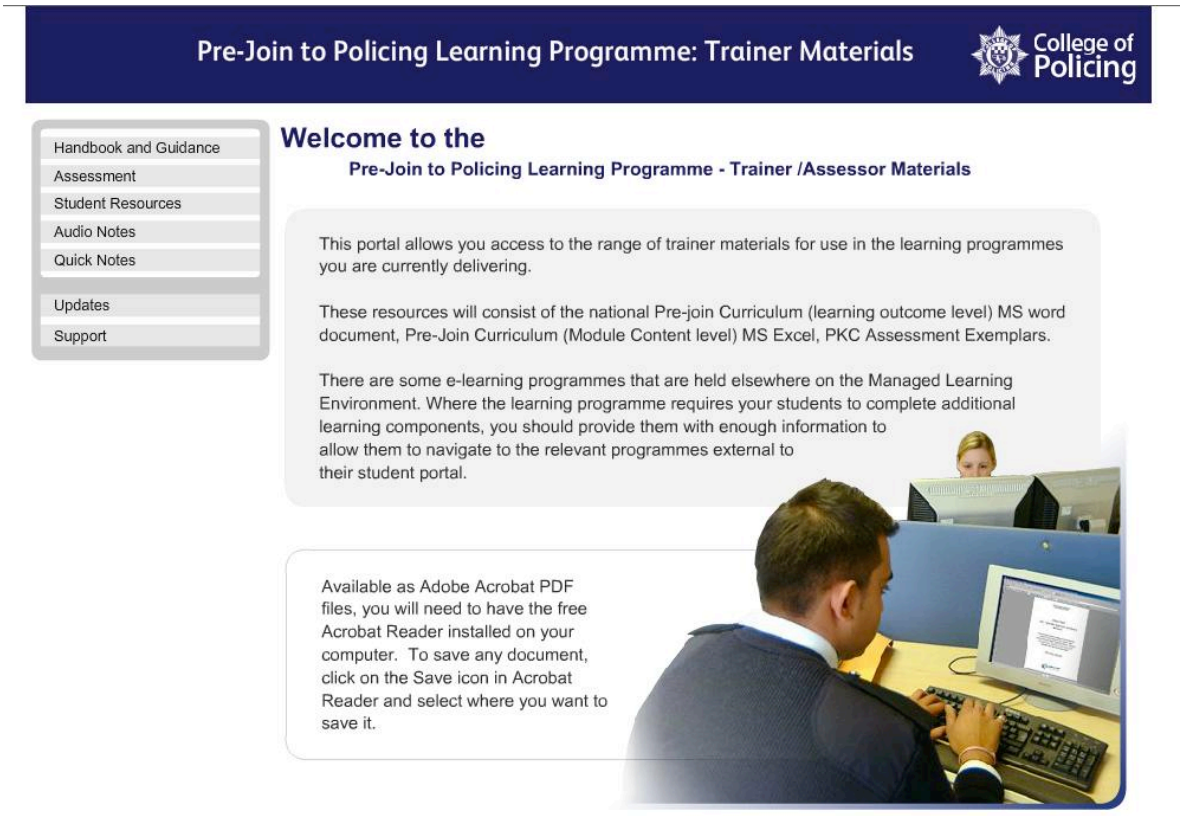
3.4.6 For Providers/Trainers only:

By launching the 'Trainer Materials' Web content page you will be taken to the Pre-Join to Policing Learning Programme Trainer/Assessor Material resource Portal.

Students will not be given access to this material.

The e-learning packages are **not** accessible in the 'Trainer/Assessor' web content page, you can only access them using the links on the MLE as shown above and on Page 18 of this guide.



The Trainer portal holds the same information as the student portal, but with extra information for Trainers:

1) Handbook and Guidance
2) Assessment

All of the above resources form part of your course.

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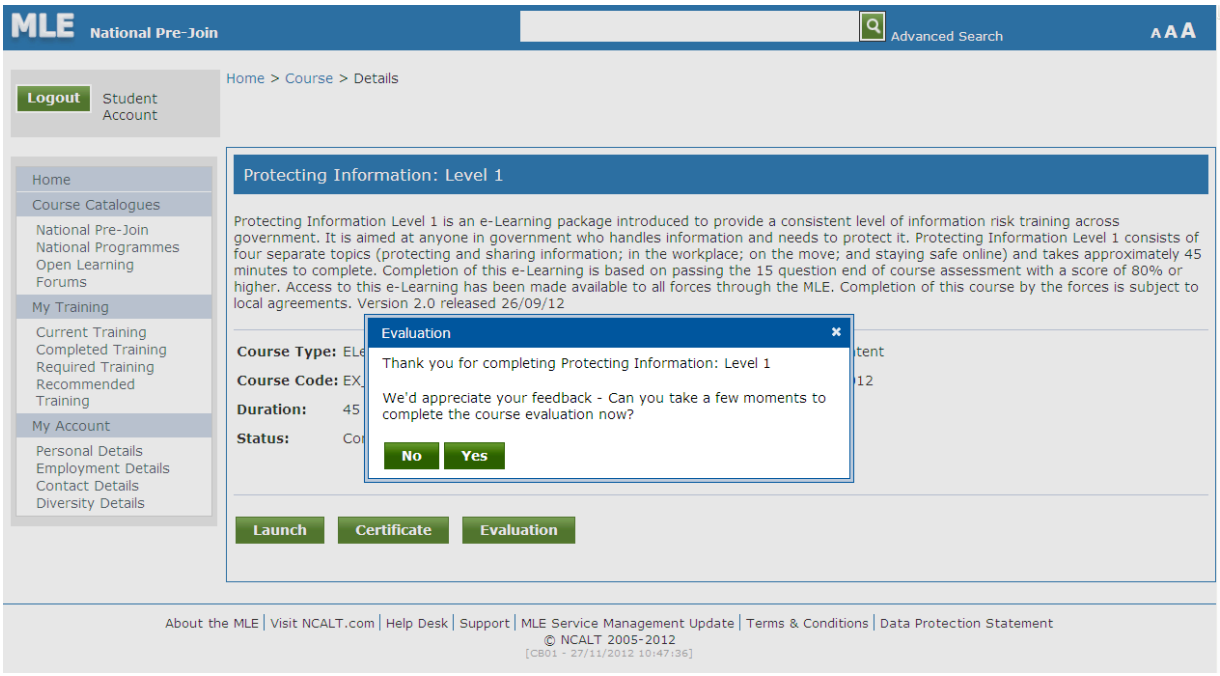
The 'update' section allows you to enter a 'from' and a 'to' date to search for updated materials.

When an updated document appears, hover the cursor over the document a brief description of the changes or update will appear.

3.5 Evaluation Form

Following your successful completion of particular courses you will be asked to complete an evaluation form. This form gives you an opportunity to provide feedback for the course which will be taken into consideration by the developers of the training.



3.6 Printing Certificates

Some courses have certificates that are gained when you complete them (note, not all courses do). Once you have completed a course with a certificate you can access it by selecting the Certificate button on the course details page or from the completed training tab.

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Certificates are PDF format, and **displaying them requires you to have Adobe Reader installed on your machine.**

From the certificate display, you can either save or print the certificate using the icons at the top of the certificate box.

If you need to print a certificate for a course that you have previously completed you can download it from your Completed Training tab located underneath the My Training section of the MLE.

3.7 Updating your Details

When you click on the My Account tab it gives you the option to update your personal details, employment details, contact details and diversity details.

3.7.1 Personal Details

On the Personal Details tab you are able to change your password or memorable word if required. If you wish to update your Name or Username you will need to contact the Programme Management Unit (01423 87 6626 or programmemanagement@college.pnn.police.uk)

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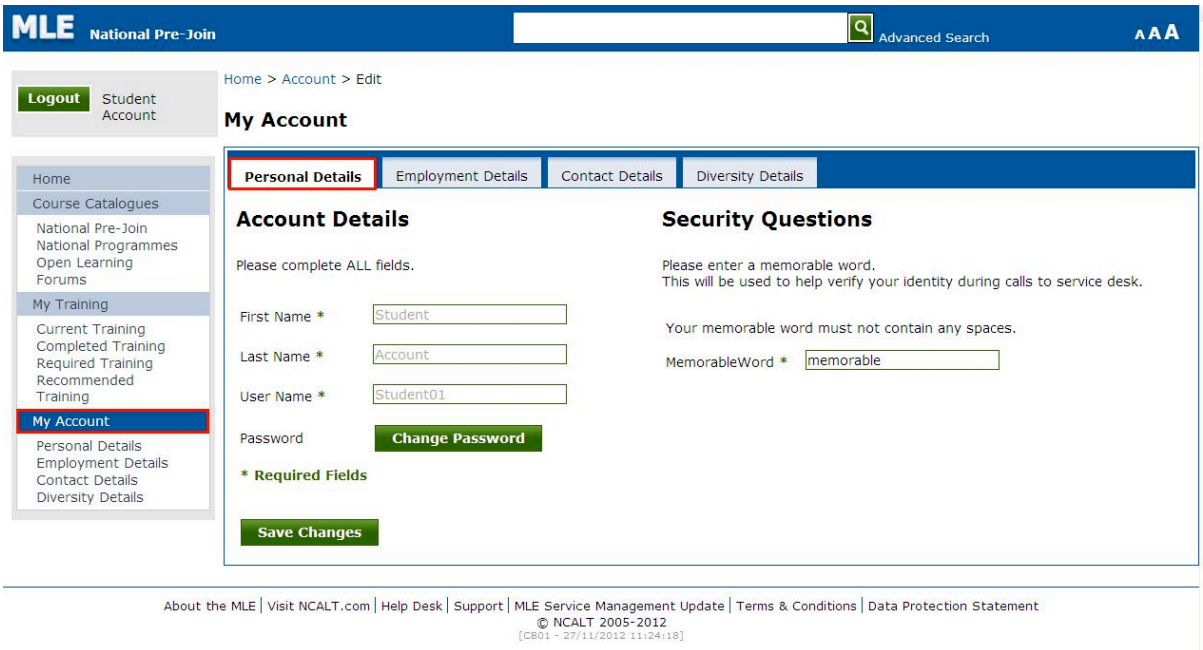
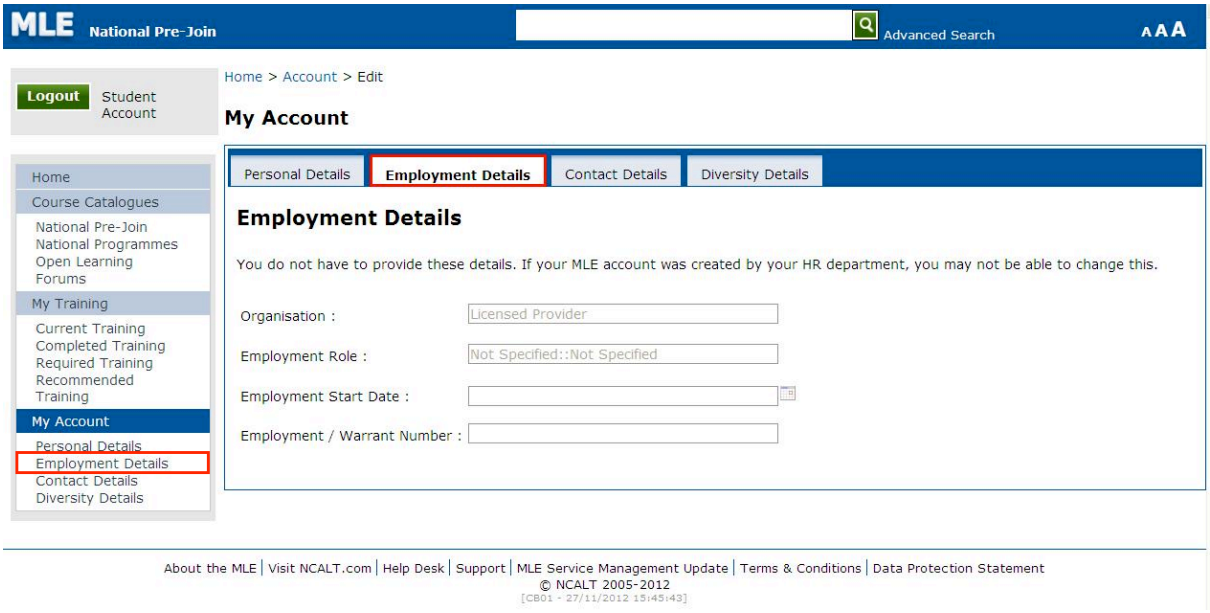


3.7.2 Employment Details

You can view your employment details on the Employment Details tab but will be unable to update any of these details.



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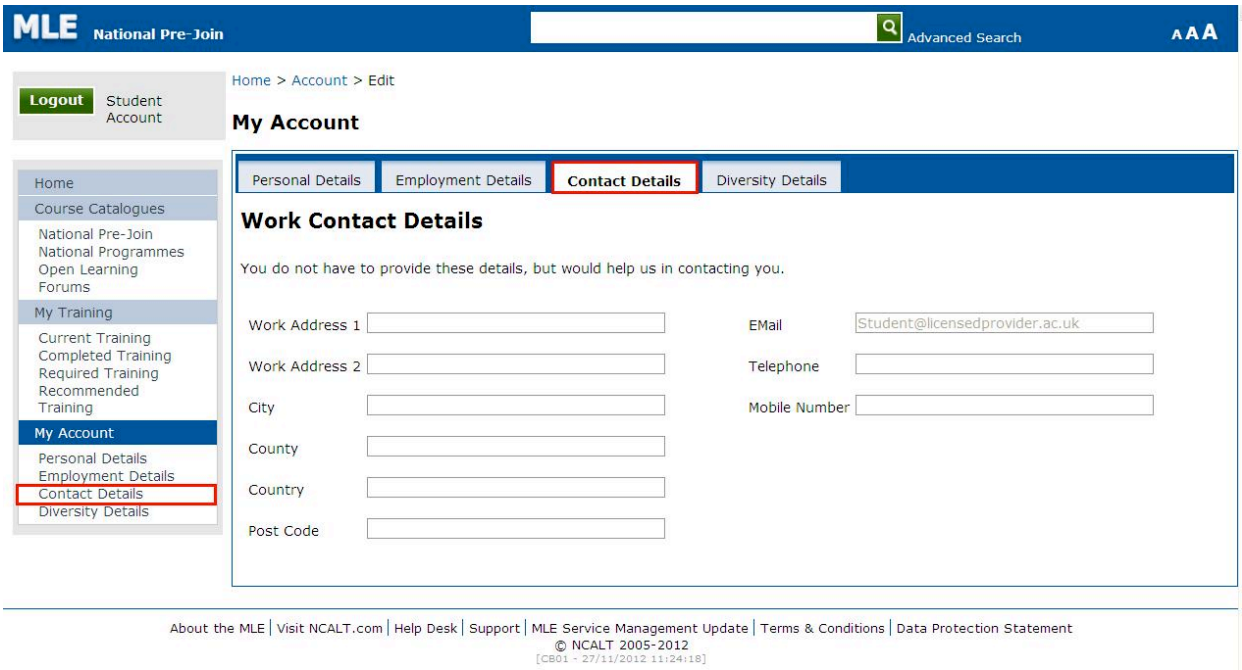
3.7.3 Contact Details

The Contact Details tab allows you to add your work address and any phone numbers to your account. You do not have to provide these details, but it would help us when contacting you.



3.7.4 Diversity Details

The Diversity Details tab allows you to add information regarding your background if you wish to add this. You do not have to provide these details.

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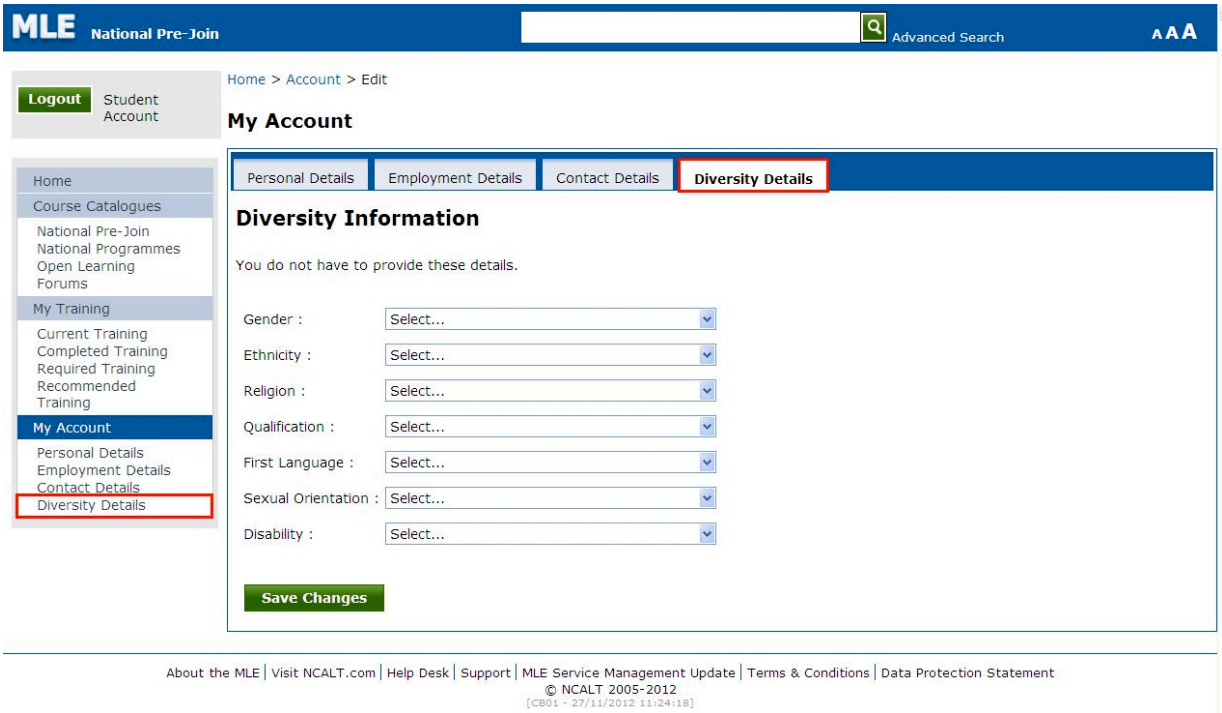

3.8 Getting Help

For technical support, please contact: 0800 692 1122 or ServiceDesk@college.pnn.police.uk

During your Course your Provider will assist you with knowledge tutorials.

Post Course:

Support will be provided by the College of Policing

contact: Learning.Implementation@college.pnn.police.uk

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3.9 After Completion of your Course

When you have completed your course with your chosen provider, you will continue to be able to access your Student Training materials on the MLE for the remainder of your 3 year subscription.

The material on this site will be maintained and up to date in line with National Police Training requirements.

After 3 years your details will automatically be deleted.

If during this 3 year period you become a police officer, your training records will be transferred to your force, this added benefit will allow your force to ensure you have had access to the most up to date training materials for new officers.

It will avoid the need for duplication of training during your probationary period.

All 43 Home Office Police force's use the MLE as a training/learning platform.

There will be an expectation that you have kept up to date with materials held on this site.

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